

# 2011-2012 HelpDeskLog

	N	Date	Category	Sub-Category	Issue	Helpdesk Response
Multiple Queries	1	10/17/11	2011 Test Results		An assessor called needing last year's test results for a student	All student scores from last years testing were given to District Test Coordinators in June 2011. To access the test results, please contact your District Test Coordinator, or Aran Felix at the state department for further assistance.
	39	3/5/12	AK Website	Internet Connection	The helpdesk received a call from an assessor having trouble logging on. we have two new elementary students who just enrolled in one of our villages who are in the process of reevaluations. IEP's indicated they did not take the Alternate Assessment last year but performance and reeval testing that is in progress is probably leading to a team decision to have these students participate in the AA this year.	The issue was the internet connection on the assessors end. The problem was solved by refreshing the page.
	28	2/6/12	Data Entry	Student Setup	The reevaluation process will take another week or two and therefore the team decision to take the AA will probably put us past the 2/17 deadline to enter student data. So my question is can we enter student names shortly after the 17th deadline or should the teacher enter them before the decision is formally made to meet the deadline and then just remove them if the team decides against administering the AA. Hope that makes	Either way works for me. We request the deadline so that the mentors can track testing of students by their protégés, and DRA can track writing study participants (grades 8 and 10). I guess I would say, enter and remove if they don't take the AA...that way you will have a name to remind you.

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	30	2/6/12	Data Entry	Student Setup	have inputted their student names. When I go to Admin/Data Entry Status, I see the testers names on the left, and on the right, I see where the scores would go. Everyone has zeros for everything. I realize they would not probably have tested. But does this also mean they have not even entered the student names either? I'm trying to stay on top of all of them:)	If your assessors have entered student names the number of students entered should appear in the 'Total Students' column. Then as they enter in test scores after administration, the number of assessments completed will appear the next row down, 'Number complete' and the percentage completed out of the total number of students in the 'Percent complete' row. If you are seeing all zeros for your assessors, this means they have not entered in any students yet (or administered assessments). Let me know if this makes sense or if you have any other a questions.
	32	2/8/12	Data Entry	Student Setup	the State ID number for our kids is easily found when we go into Goalview. When we enter the kids online, it asks for District ID #. Is this something you really need? If not, we'll stick with the State ID#.	No the district ID is not required. So just the state ID is fine.
	43	3/15/12	Data Entry	Entering scores after marked complete	One of our assessors submitted scores, but forget to submit math ELOS scores. How should we proceed?	You can go back in and re-enter the ELOS scores. If you have already marked the record as complete, you will see a warning screen indicating any change in the data entry will mark the record as not complete. When you are finished entering all scores you will just need to re-mark the record as complete to submit the scores to EED.
	44	3/21/12	Data Entry	Student Setup	moved into the district on 2/15/12. We did not know until we received her current IEP three weeks later that she was on the non-diploma track and taking the Alternate Assessment. I know that the window for uploading the student data ended on 2/17/12. What do we need to do to get her into the AA database so that she can be given the Alternative Assessment?	You can enter new students into the system right up to the close of the testing window on April 6. The February date was a goal, not a deadline. We ask the students be entered by the middle of February so the Mentors, EED, and DRA can track test completion rates.  Additionally, this year we want to know how many grade 8 and 10 students are taking the Writing Assessment, so we can plan our study.

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	45	3/23/12	Data Entry	New Assessor	We have a student who will be assessed by a new QA. How do we switch the student information to the new QA's account?	Unfortunately we do not have a way to switch students to new assessors, so you will need to re-enter the student data under the new assessor's account.
	48	3/29/12	Data Entry	Record Complete	So if it says "record complete" next to each student, we should have satisfied all of the requirements on our part, right? Just wanted to check.	On the Reports tab, a "Yes" in the "Record Complete" next to a student's name means that the data has been uploaded to EED.  In the ADMIN tab, under "Data Entry Status Report" the fifth column under "Submitted" should read 100% when all students on an Assessor's case load have been tested, scores entered, and "Done, Submit to EED" has been chosen for each.
	51	4/4/12	Data Entry	Deleting Students	Helpdesk inquiry. A student was entered under two different assessors as they were unsure who would administer the tests. The assessor who did not administer the test received an email notification they still had an incomplete student record on their caseload.	The assessor who did not administer the test was directed to simply delete the student from her caseload.
	53	4/6/12	Data Entry	Deleting Students	An assessor contacted the helpdesk requesting the student be deleted from her caseload.	Only the Assessor who input the student can delete the student. To do that, go into ak.k12test.com, choose Data Entry, then Student Setup. Find the 10th grade student who moved. On the far right of that student's row, choose Delete. Answer OK when the warning pops up.
√√√√	5	11/14/11	District Account Management	Removing outdated accounts	The helpdesk received an email from a QT with a list of assessors who are no longer with the district.	The helpdesk staff will remove all outdated accounts upon request by the district QT. Mentors should email the helpdesk with a list of all accounts that are currently inactive and the accounts will be removed from the district.
√	4	11/7/11	District Training	Helpdesk Availability	A district mentor called to inform the helpdesk of when their district training would be held to check helpdesk availability	The helpdesk was 'on-call' during the training and assisted with password trouble and proficiency resets
	10	11/22/11	District Training	Protégé review sheet		The 2011-2012 Protégé review sheet was updated online to reflect ELOS assessment scoring. The current protégé review sheet can also be found on the Mentor training CD.

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✓✓✓✓✓✓	25	1/31/12	LCI	Web Link	Several assessors and mentors called and emailed the helpdesk on the first day of the testing window that the LCI link was not working. Then once it was working, assessors were only able to fill out the LCI for one student. DRA worked with EED to quickly resolve the issue and an errata was posted to the discrepancy log online.	<b>LCI Link</b> During the morning hours of January 30th, the Learner Characteristic Inventory link allowed only one entry from any given computer IP address. EED has resolved the issue. At the same time, DRA reprogrammed the Student Data Entry page to allow Assessors to access the LCI link either upon initial student data input OR at a later time through the EDIT button on the Student Data Entry page. If you were not permitted to enter information for more than one student, please return to the Student Data Entry screen, choose Edit, and complete the Learner Characteristic Inventory for your other students. Thank you.
	27	1/31/12	LCI	Saving Data	A mentor called the helpdesk about the LCI survey. Once of her assessors entered in her students and completed the survey then went back in to double check if everything was saving. After going back into her student's information she was prompted to completed the survey again and never received a 'Thank you for doing our survey' or anything noting the survey had already been completed. The mentor wants to be sure the information for the survey is being saved before having everyone complete them and have to re-do their work.	

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	37	2/21/12	LCI	Survey completion	Is there any confirmation that teachers get when they complete the LCI?	When the Assessor works through the complete LCI, he/she will receive a page that says "Thank you for completing the Alaska Characteristics Inventory!" with options for "Prev" or "Done" The Assessor MUST choose "Done" to submit the survey. One last page on the LCI, after the user chooses EITHER "Done" OR "Exit this Survey" is a thank you screen, "Thank you for taking the survey" with a green check mark. It is important that the user chooses "Done" to record the answers to the LCI.
	49	3/29/12	LCI	Survey completion	Could we get a list of the teachers that have LCI completed? It would be nice to also include the initials of the students for each teacher.	The message was forwarded to Cordova Lewis at EED. Cordova has become the "LCI Guru."
	47	3/28/12	LCI	Page frozen	I have 7 students who took the alternate assessment. We were told to complete the learner survey but they are all frozen at 7% download. Is this something you can fix?	This issue was an internet connectivity issue on the assessors school computers. The problem was solved by refreshing the screen.
	33	2/10/12	Materials tab	Flipbook added		The Flipbook has been added to the Materials Tab, and this addition noted on the Discrepancy Log. The additional sets will be mailed to districts on Monday, February 13. DTCs and QTs should already have their copies.

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	6	11/15/11	Online Training	Materials	no scroll so that you can move down. I can't see all scoring protocol info. Then I went in to take my proficiency test, I can't see all the questions! I keep zooming smaller and smaller but then it gets to the point you can't read anything so I just had to leave my proficiency test until I could get ahold of you. I don't know if it holds my score or not. I have a MacBook. My other teachers will be using Macs too. Can you help me (us) with a fix? I know this will come up with them too.	To resize the page on a Mac hold down the command key (on either side of the space bar) and hit the minus key (to the left of the delete and + = key). You can hit the minus key multiple times to keep minimizing the size until it's the correct size for you. On the opposite note - if you accidentally make it to small, hold down the command key and hit the + key to make the document bigger.
	7	11/15/11	Online Training	Registration	How to complete new user registration.	Have them go to the website: <a href="http://ak.k12test.com">http://ak.k12test.com</a> and click on the blue link 'register.' They will then enter their email address and then will receive a confirmation email with a link to complete the registration. Please let me know if you, or they, have any question in completing the registration.
√	8	11/16/11	Online Training	Status Upgrade - Mentors	After I pass my refresher, will I have my administrative tab that I usually have so that I can make sure people have registered on the site?	once you complete the refresher training and proficiency contact Aran Felix. She will upgrade your status and you will have access to the admin tab.
	9	11/22/11	Online Training	No students this testing year	I have a special Ed teacher who is not going to give any AAs this year but wants to get trained as back up to the person in her building who is. Is there any problem with her registering on the site and going through the training but not actually administering a test?	This should be fine, as long as the assessor is aware they will have to take the refresher requirements next year before administering the tests.
	11	11/28/11	Proficiency Tests	Proficiency Reset	A mentor was out of town without internet access and needed to reset an assessors proficiency tests	The helpdesk reset the proficiency tests for the requested assessor.

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	N	Date	Category	Sub-Category	Issue	Helpdesk Response
	13	12/4/11	Online Training	Practice tests	I was printing off things for the training. I know last year we had a practice test for Science ELOS and the scoring protocol. But all I was able to print off were the ones for math and reading.	We only have practice ELOS tests for math and reading, so it sounds like you already have those. The secure tests will have all subject areas for ELOS, but not the practice test. Let me know if you have any questions.
	14	12/5/11	Online Training	Registration and Returning QA	the system to get them started on training. I have 2 that are ready to begin the computer reading and would like to start just before Christmas. We are scheduled to train on return from Christmas anyway. I also have a teacher who said they had been an assessor/ mentor before and his name is still on the state list. I was wondering if he needs to start the training all over or just refresh?	They need to go to the online test website at <a href="https://ak.k12test.com/">https://ak.k12test.com/</a> and register. Then you can click the training tab and find the How to Navigate the website information. Your returning assessor also needs to sign in, and when he goes to training he will see if he needs to refresh or do the entire training. If he became qualified last year, then he will be refreshing only.
	15	12/8/11	Online Training	Proficiency Attempts	Thanks for being on hand for our training. One of our AIT's left the Slope suddenly. Two will take their tests this weekend and then I'm training the last one onsite in January. We are getting there. I don't know if you can answer specific questions about the proficiency tests but you can at least pass them on. One of my AITs had to do the second attempt at the writing. After it was scored, we wanted to see why she missed the ones she did. Of course, I can't get to that test to actually see the verbiage now but it was # 8, Writing proficiency,	Mentor's can view the proficiency attempts by going under the admin tab and selecting the user by last name. Under the user's account information, the top half of the screen will show their proficiency attempts. By clicking on 'View 1' (or View 2, etc.) you can see their proficiency attempt with their responses.

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√	16	12/8/11	Online Training	Printing Certificates	I'm sorry but I've forgotten how I print people's certificates. I've looked around for where to find it and can't lay my fingers on it.	People can print their own certificates. You go into the Help/Settings tab and scroll down to Your alternate assessment account. You will need to update assessors AFTER they complete their training. You go into ADMIN and make sure they have completed 1/1 proficiency tests (for people who were QAs last year) or 5/5 (for new people) proficiency tests. They have to print it themselves. OR – EED can send you a template and you can make your own certificates.
	17	12/14/11	Online Training	ELOS Scoring	Friday. I'm wondering how to access the video tapes that the "2012 Online supports documents training" document speaks of. I had been asked by one of our teachers to go over the ELOS scoring in detail and I thought it might be helpful to highlight those videos.  Any other references to the ins and outs of the ELOS test administration and scoring that you think I might find helpful for the training? Where do you think the most useful information is?	On the ak.k12test.com training site, under the training tab you will see a link about half way down under 'Administration' called 'Expanded Levels of Support (ELOS)'. This page will explain all of the ELOS scoring, and provides video examples of each scoring option. Please let me know if you have any trouble finding the ELOS page, or any further questions.

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√	18	12/16/11	Online Training	Proficiency Attempts	<p>I have another question. The assessors that only have to take the refresher, they don't have to give a practice test, do they? They just come to the training I'll give and then take the refresher - or at least that is my understanding.</p> <p>I have 2 on my list though that show they need to take all 5. Do they need to give the practice test? Both say they have given the alternate assessment to students in previous years.</p>	<p>It looks like the first assessor may have 2 accounts. She may have created a new account this year rather than updating her existing account. What I believe is her old account is: [email]. The new account uses [new email] Her unnecessary new account is not connected to her previous history so it started her all over. We can fix this for her by deleting her new account, then she will need to go in and update her old account with her new address. I won't do anything until I hear back from you confirming these are duplicate accounts.</p> <p>With regard to the second assessor, there are no duplicate accounts. It is possible that she has indeed administered the assessment in the past. However, it is highly unlikely that she was in the system last year or she would be assigned as a returning user. So, she'd have to start her training over anyway.</p>
√	19	1/6/12	Online Training	Status Upgrade QA	An assessor called inquiring about what to do after passing all proficiencies to be listed as a QA	After completing all training and proficiencies assessors need to contact their district mentors who will then upgrade their status to qualified assessor.
√√√√	20	1/9/12	Online Training	Password Reset	An assessor was having trouble logging in	The helpdesk reset the assessors password and directed them how to reset using the 'forgot password' link for future reference.
√√√√√√	21	1/10/12	Online Training	Multiple Accounts	Assessor called the helpdesk with confusion that last year they passed all proficiencies and administered assessments yet they are not registered as returning, therefore have more than just refresher proficiency to complete.	There have been multiple inquiries on this issue. Assessors who have new email addresses this year are registering for new accounts. Therefore, under their new account they are a new assessor and required to take all proficiency tests (not just the refresher). As is emphasized during training, returning assessors with new email addresses need to login using their old email address, then update their email under the account tab. Returning assessors should not register for new accounts.

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	22	1/17/12	Online Training	Completion timeline	<p>I am running into some real snags here getting the AA training scheduled with our staff mostly due to the need to coordinate with a new protégé who is flying in from a village for the training and other trainings we have had going on.</p> <p>I may have to do the AA training on Feb. 1st which is the day after the testing window opens. I have two new staff to train and three returning staff who will be recertifying. All but one have either one or two students to test with only one teacher having 5 students to test soooooo given the longer test window now there is ample time for testing in our district to be completed in a timely manner.</p> <p>I guess what I am asking if it is okay to be completing the training after the test window has opened?</p>	Yes you can train people after the window opens. They just can't access the test or administer it until they complete the requirements.
	23	1/27/12	Online Training	Refresher Proficiency	<p>An assessor was having difficulty accessing the refresher test because his mouse was not showing him the hand as he moused over the link on the proficiency test page.</p>	The issue was an internal computer issue. He was directed to click on the link anyway even though the 'hand' was not appearing and he was able to access the refresher test.

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	24	1/27/12	Proficiency Tests	Proficiency Reset	<p>My assessor in training has taken the 3rd assessment for writing without passing. My fault for not going over the previous attempts with him, but he's a basketball coach and was either practicing after school or traveling on weekends. He took the third test while traveling yesterday.</p> <p>Could you re-set him for a 4th attempt at the writing test and let us work on it Sunday or Monday when he gets back from the games? I am not able to re-set for him after 3 attempts. You or Cordova need to do that.</p>	Each assessor gets 2 attempts before they have maxed out their proficiency tests, which means they will need resetting after failing attempt 2, 4, 6 etc. This assessor has failed his third attempt which means he has one more trial before his account needs to be reset again. At which time, you will be able to reset the proficiency trials under your 'Admin' tab (Aran sent directions for this earlier).
	2	10/20/11	Proficiency Tests	Writing	An assessor was having difficulty passing the Writing proficiency tests. Her account had to be reset several times.	A DRA representative worked with her to explain some of the writing scoring.

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	N	Date	Category	Sub-Category	Issue	Helpdesk Response
	3	10/28/11	Proficiency Tests	Returning QA	I spoke with you about the online training at the mentor workshop this week. You shared that all mentor accounts were set to Assessor-in-Training. I thought I had to redo all the training because when I checked that page both the full training and refresher areas were blank. I started to redo this but thought I'd better check with you due to the amount of time involved. You said the cycle would come due for this next year. Anyway, I thought there might be some tech glitch involved. Also, I was just in the problem-solving mode about finding a protege' to train. Presently, I won't be able to take the class for credit.	When I check in the system it says you need to complete one proficiency test (that means you are returning). The system resets everyone to Assessor In Training annually, but you can see that you not a newbie because of this screen [screen shot attached to email]. See where it says returning user? It should not take you too long to complete the refresher tasks (you can find the list in your binder or online under training). Consult the helpdesk if you have a problem.
	35	2/15/12	Proficiency Tests	Proficiency Reset	I still have one teacher who is trying very hard, but she thinks she has to dig it all out by herself. I told her that if she did not pass the first writing test to call me. Well, she didn't. I then saw that she had not passed the second test. I told her she needed help and sent additional materials to study with, but that she was not to take the 3rd test before we talked and reviewed her previous tests. I should have not reset her test. She went ahead and did the 3rd test and did not pass.	When the proficiency tests are reset the assessor has 2 trials to pass. So your assessor should have one more trial before her account needs to be reset (after trial 4). So you can go ahead and review her previous tests and discuss with her before she completes trial 4.

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	26	1/31/12	Secure Tests	Math Scoring	Is Math task 4.910, item 10 scored on a 2/0? 2 for correct and 0 for incorrect? There is only one correct answer, but is worth 2 according to the scoring guide. According to the scoring protocol directly below the Administration pages it should be worth only one point.	DKA is in support of Aran's answer. This item requires the student to perform a complicated task, and is thus worth more points. I do understand your confusion, because previous items worth two points had two possible answers, and can therefore be scored as partially correct door 1 point or fully correct for 2 points.  This final item doesn't have a "partially correct" choice.
	46	3/25/12	Secure Tests	Administration	An issue arose about a student who is enrolled to take the 8th grade test this year, and also took the 8th grade tests last year. The district replied that the school and parents had decided to hold the student back. I asked Aran to weigh in with the EED perspective.	Decision: Students are assessed in the grade of enrollment, regardless if it is a repeated grade (and they were assessed in the same grade last year).
	50	4/3/12	Secure Tests	Scored booklets	Helpdesk call: What should we do with our scored test booklets and student materials after all data has been entered and submitted online?	Assessors are to shred all testing materials (including unused materials) as soon after the close of the test window as possible. The exception this year is that they are to save and deliver to their Mentor any grade 8 or 10 writing assessment materials (scoring protocols, student materials, and any scratch papers or other materials).
	55	4/13/12	Secure Tests	Unused Materials	I received an Alternate Assessment large print back from one of the districts- it was unused. It is in a tube, so do I send it back to the address on it "Dillard Associates" or to somewhere else?	Please shred all unused test materials, and delete test document files from your computer(s) and backup drives.

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					<p>On the website it states:</p> <p>Moving to ELOS Items by Following the Three Task-Three Item Minimum Rule for the Standard Administration: In each content area the Assessor must administer a minimum of three tasks and three items within each task. For each of the minimum three tasks, the student must be presented with at least three items in the task before moving on to the next task. When the student scores zeros on three consecutive items in three consecutive tasks, the Assessor should stop the assessment for that content area and must administer the required number of ELOS test items.</p> <p>I have a questions re: MUST administer ELOS for those students whose skills/program are beyond what ELOS tests but not quite at the Standard administration level (they get a few correct under standard administration even with three consecutive 0's in a task) but what is tested under Standard administration is where their skills/program are headed.That MUST just throws me off. We do not have to go to ELOS has always been my understanding. Just want to make sure</p>	
29		2/6/12	Test Administration	ELOS		<p>Yes, EED requires that students who meet the 3 Task - 3 Item ceiling be moved to the ELOS administration. This year, ELOS consists of only 3 tasks of 5 items each (15 items total). By moving to and completing all 15 ELOS items, a student has met the requirement to participate in the appropriate State Assessment.</p> <p>It is likely that some students will begin to progress out of the ELOS administration toward the Standard Administration. It will be the IEP team's job to determine at what point the student's skills more closely align to the Standard Administration of the Alaska Alternate Assessment. However, if the student continues to meet the Standard Administration ceiling (3 X 3 rule) on the day of the testing, then the Assessor should move the student into the ELOS administration.</p>

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	31	2/8/12	Test Administration	Deadlines for new students	My question is can we hold an IEP meeting next week and place a student on AA once the window is already open? We have a child whose IEP review is coming up next week. They want to consider the AA. Can they still determine the student eligible as long as criteria is met and the Feb 17th deadline is not past? If they meet criteria and the Feb 17th deadline can we assess the student with AA?	Yes, absolutely, a child's IEP at any time during the Assessment Window may designate the AK AA as the appropriate Assessment, and the child can be entered into the system (even if after the mid-February due date), tested and scores entered. As long as all that happens before 6:00 on April 6th, then all is fine! A note: April 3 is the date of the participation rate file which is the count date for AYP.
	34	2/10/12	Test Administration	Administration Codes	In Reading for item 1.34c the instructions say  NA-I (Not Administered Inappropriate) is a permissible reason for not testing for Task 1.34A for students who are blind or visually impaired and Task 1.34C for students who are deaf or hard of hearing.  If a student is non-verbal, can NA-I also be used since would not be able to say blended sounds?	Yes NA-I is a permissible reason for not testing in the case described below. The task has "For students who are deaf, hard of hearing, or have a significant language impairment: If the student is not accessing phonics or does not have phonemic awareness within their everyday reading instruction/ repertoire, do not use this task. Mark the administration code as NA-I." in the Note section, so would apply to a nonverbal student.

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	36	2/20/12	Test Administration	Student Setup	An assessor originally was NOT going to give the assessment to a student, but now he needs to. How does he change that in the online system. There is some place where it asks a person if they plan on giving assessments to student, but I'm not locating it now. Can you contact him and help him change that.	<p>When a user first signs into the ak.k12test.com site each year, the site asks if the user is planning to administer the assessment to a student in the given year (Yes/No). The purpose of this is to keep the system clean, so that QTs don't email QAs who will not be assessing students.</p> <p>The system does not block users from changing their mind at a later date. By entering a student in the Student Setup section, the previous "No" is over-ridden, and the Assessor will be reported in the group of Assessors who will be administering tests in that year.</p> <p>Your assessor is free to enter students into the system, even though he previously indicated that he will not have students to assess.</p> <p>A reminder: The February 17 date by which students should be entered is a goal and not a hard deadline. Assessors may enter students throughout the testing window, right up to the April 6,</p>
	40	3/7/12	Test Administration	Reasons Not Tested	I was wondering what happens when a student absolutely refuses to test or complete testing and what should I do. Could you let me know.	<p>Once you are logged onto the ak.k12test.com site, refer to the <b>Reasons Not Tested</b> section under the Training tab: Following are the "reasons not tested" that a Qualified Assessor or district test coordinator would choose to alert DRA and EED about why they are not testing a student. This information is located in the Data Entry section of the online assessment system. Students may be eligible to participate in one or more Alaska Alternate Assessment content areas, and participate in the SBA for all other required assessments. 4. Other Any other reason must be documented in a text box that will appear when the Other code is selected. This code should only be selected for the content areas in which the student is not assessed. Text is limited to 50 characters, including spaces.</p>

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	41	3/12/12	Test Administration	Secure Tests	I just went on line to print the materials for the AA actual test. When I go under materials the only ones showing are for the practice test. I'm not sure if I am going to the wrong area. Any help would be appreciated.	There is a link at the very bottom of the Materials page 'View Secure Tests' Click on this link and the matrix will appear with additional links for each subject area and grade band test materials. Let me know if you have any questions.
	42	3/14/12	Test Administration	Large Print	How to use the large print tests.	<p>Only the student materials are enlarged for Large Print tests, and within the materials the only pages that are enlarged are those not already in 20 point font. So only a few sections of the student materials are enlarged to meet Large Print requirements.</p> <p>To use Large Print tests, print the entire grade level tests and use the scoring protocol and student materials, substituting in the large print pages where appropriate within the student materials.</p>

# 2011-2012 HelpDeskLog

	N	Date	Category	Sub-Category	Issue	Helpdesk Response
	52	4/5/12	Test Administration	Student Absent	A student was absent and was not administered the AA before the last day of the testing window. The district mentor inquired what to do about this situation.	<p>the Assessor should go into Data Entry, then choose Enter Scores, and for this student, for each test subject pull down menu, choose "Other" and briefly explain -- maybe "Waited to last week to reduce stigma, absent all last week"</p> <p>Do this for each subject area, then choose "Done, Submit to EED" on that same page. If the student is in school tomorrow, the Assessor can still assess him and enter the scores as normal. The scores will over-write the "Other" input (up to 6:00 PM).</p> <p>Darn. In the future, the Assessor doesn't have to announce to him that he is being tested instead of taking the regular assessment. The Assessor can work with the student with the practice tests as part of instruction, test the student with the Alternate, and then, during the regular testing week for the other students, "test" this student again with the Practice Test.</p> <p>For now, though, unless he comes to school tomorrow, there will be no scores for this student.</p>
	12	12/4/11	Testing Window	Online dates	I noticed on the calendar that the testing window opens Jan. 30 but then it says that teachers enter their caseload and demographic data on 2/17. So why wouldn't you be entering that info. right after Jan. 30th if you were going to start testing right away?	Yes, you are correct, the testing window opens Jan. 30th. The February 17 date is a date by which we hope all students are enrolled in the system. We would hope that assessors will begin entering student demographic data right after the 30th, but we give assessors a few weeks (Feb. 17th) to ensure all assessors have their students entered online.
	38	2/21/12	Unofficial Report	Date corrected	When printed, the date on the Unofficial report was labeled as 2011	This has been corrected so the Unofficial report now is labeled 2012 when printed.

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	N	Date	Category	Sub-Category	Issue	Helpdesk Response
	54	4/6/12	Writing Study	Submitting Materials	Since the test window closes today and our district has completed all Alternate Assessments, can we send in the 8th and 10th grade writing on Monday the 9th ?	Yes, of course, you may absolutely send those in as soon as you have them. We stretched the due date out because DTCs have several big tasks to do at this time, and we didn't want to add to the stress.